

Information about Internet Browsers

Useful Tips About Employee/Manager Self-Service and Internet Explorer 6.0

About Browsers - An Internet browser is a program that lets you “see” documents and pictures on the Internet. The Self-Service system is designed to work with Microsoft’s Internet Explorer version 6.0, Service Pack 1. Internet Explorer version 5.5 will also work, but it is not the latest version available and does not include any new security patches. This user guide will assist you if you have Internet Explorer version 6.0.

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What browser am I using?

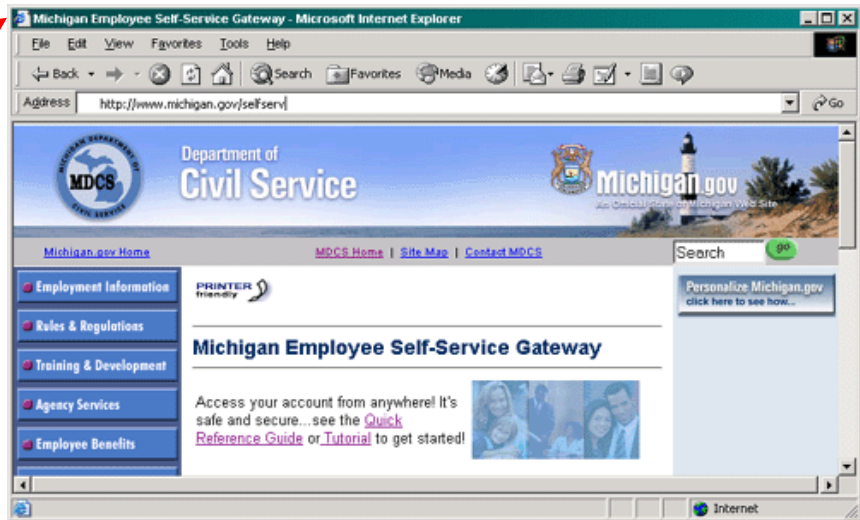
To figure out which browser you are currently using, open the Internet just like you usually do. Look at the title bar located in the upper left-hand corner of your screen.

If you are using Internet Explorer, you will see a picture of a big blue “e” with a piece of paper behind it. The “e” will look just like the one shown below:



Next to the “e” will be the title of the web page you are on, then the name of your browser. For example, the title bar of the screen print above shows,

Michigan Employee Self-Service Gateway – Microsoft Internet Explorer.



If there is a picture with the letter “N” next to the web address, you are using Netscape Navigator as your browser. Netscape Navigator does not work with Employee Self-Service.

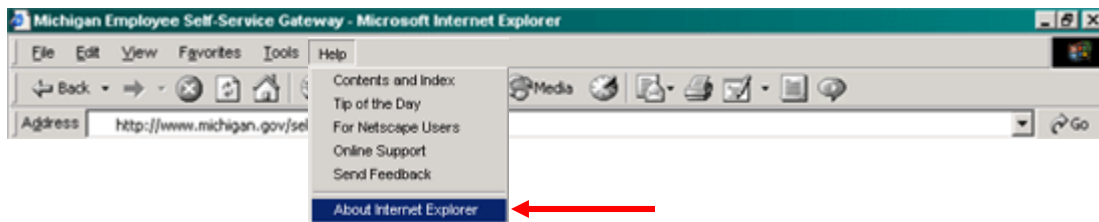
America Online (AOL) uses Internet Explorer as its browser. If you are an AOL client using Internet Explorer, you will be able to access the Internet options screen, referenced often in this user guide, by following the below instructions. For AOL version 6.0 and 7.0 with Internet Explorer version 5.5:

1. From the AOL Toolbar, select Settings
2. From the drop down menu, select Preferences
3. Next, select Internet Properties (WWW) – This menu is the same as the Internet Options menu for Internet Explorer.

Once you have opened Internet Properties (WWW), you should be able to follow the suggestions in this user guide.

Which version of Internet Explorer am I using?

Open your Internet Explorer browser. From the gray browser toolbar, click Help, and select About Internet Explorer from the drop-down menu.



A new window appears with information about your Internet Explorer browser.



The first line of text shows your browser version. The second line shows your Cipher Strength. This should be 128-bit encryption. Finally, the fourth line shows which update version you have. For Internet Explorer 6.0 you should have SP1 (Service Pack 1) listed on this line.

If you have a version that is lower than 6.0, you may want to consider upgrading to version 6.0, for free, from Microsoft. Just go to <http://www.microsoft.com/windows/ie/default.asp> and follow the instructions.

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About Encryption:

Encryption is a way of making data unreadable to everyone except the receiver, and it is an increasingly common way of sending credit card numbers over the Internet when conducting e-commerce transactions. There are several levels of encryption—the higher the number, the more secure the communication. Browsers that support 128-bit encryption offer the best protection.

If you do not have 128-bit encryption on your work computer, you will need to contact your Information Technology Department, or the person that usually fixes your computer. They will need to upgrade your browser to 128-bit encryption. For your home computer, an encryption download is available, for free, from Microsoft. See the “Help Maximize your Security with the Microsoft Internet Explorer High Encryption Pack” at the end of this user guide.

What If I'm still having trouble viewing web pages?

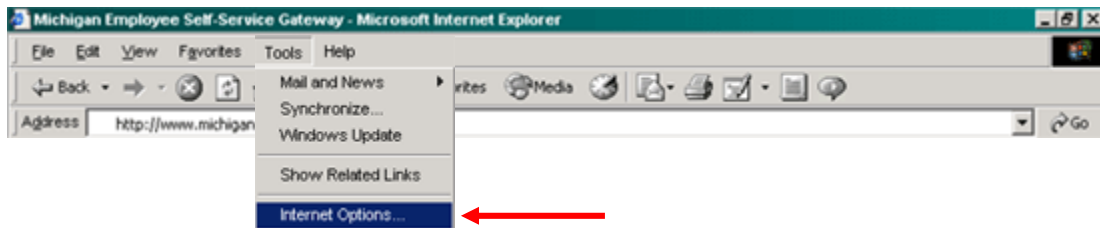
If you already have Internet Explorer version 6.0 and are having trouble viewing pages or getting error messages, you may need to adjust some of your browser settings. Instructions and information are provided next.

About Cookies:

Cookies got their name from the fact that some web sites you visit leave a "crumb" of data on your computer so that the web site can "remember" who you are. Your state of Michigan Employee Self-Service Web Site sets cookies on your computer so that as you go from page to page, it still knows it's you. In order to use your Self-Service Web Site, you will need to set your browser so that it will accept the needed cookies.

Clearing Temporary Internet Files and Deleting Cookies:

From your gray browser toolbar, click Tools, then select Internet Options from the drop down menu.

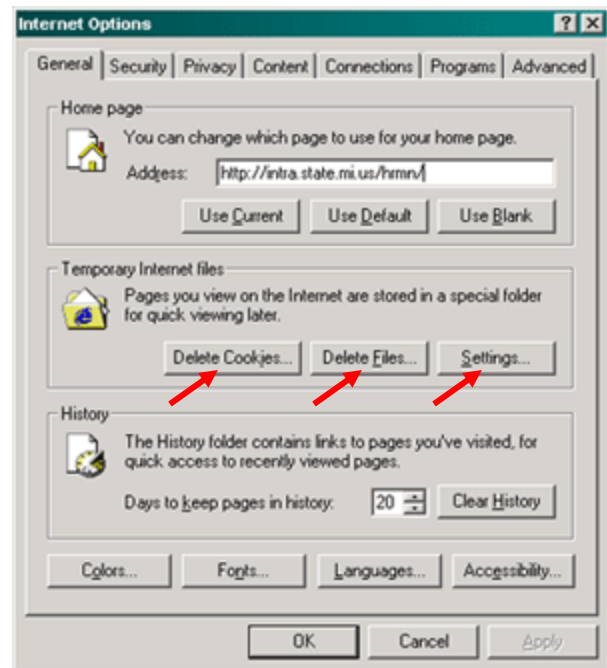


The Internet Options screen appears.

From the General tab, under the section labeled "Temporary Internet Files," click the Delete Cookies button and select OK from the pop-up screen that appears. This may take a few moments to complete depending on the number of files stored in your temporary Internet folder.

Next, click the Delete Files button and select OK from the pop-up screen that appears. This may also take a few moments to complete.

Finally, click the Settings button.



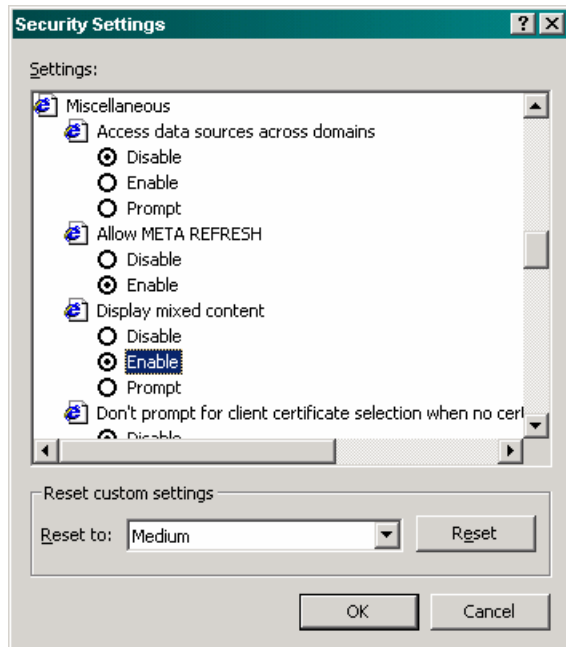
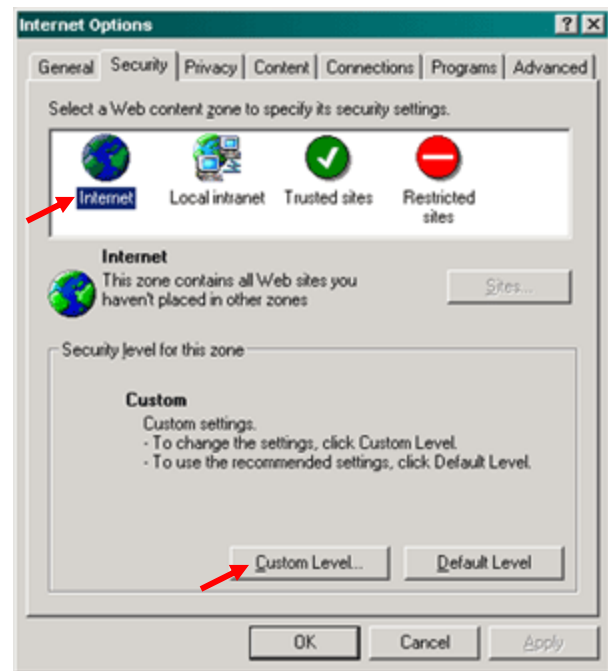
The Settings screen appears.

Make sure "Automatically" is selected under the "Check for newer versions of stored pages."

To verify that all temporary Internet files have been deleted, click the View Files button. This screen should be blank. If you show a list of files on this screen you will need to delete them. To select the files, click Edit, then Select All from the drop down menu. Finally, hit the Delete button on your keyboard to delete the selected cookies. Click OK to return to the Internet Options screen.

Checking Browser Settings:

From the Internet Options screen, click the Security tab. The Internet icon in the white box should be selected. Then, at the bottom of the Security screen, click the Custom Level button.

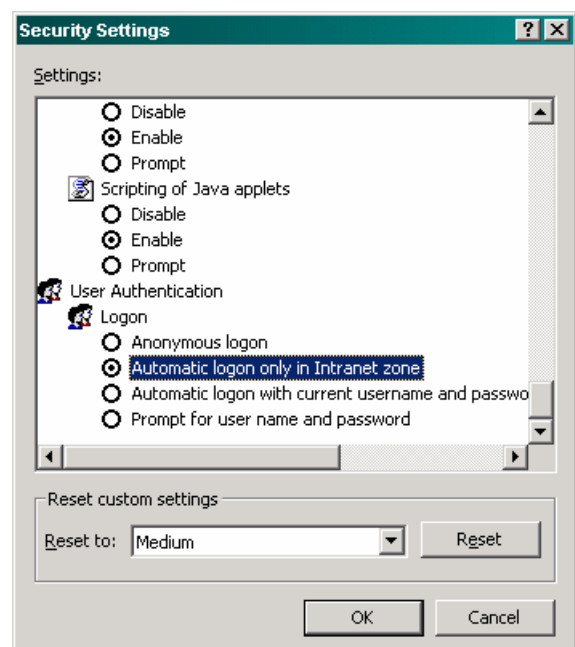


The Security Settings screen appears.

Using the scroll bar, scroll to the section labeled "Miscellaneous." The Enable circle should be selected under the sub-section "Display mixed content."

Finally, scroll down to the section labeled "User Authentication." The circle should be selected for "Automatic logon only in Intranet zone."

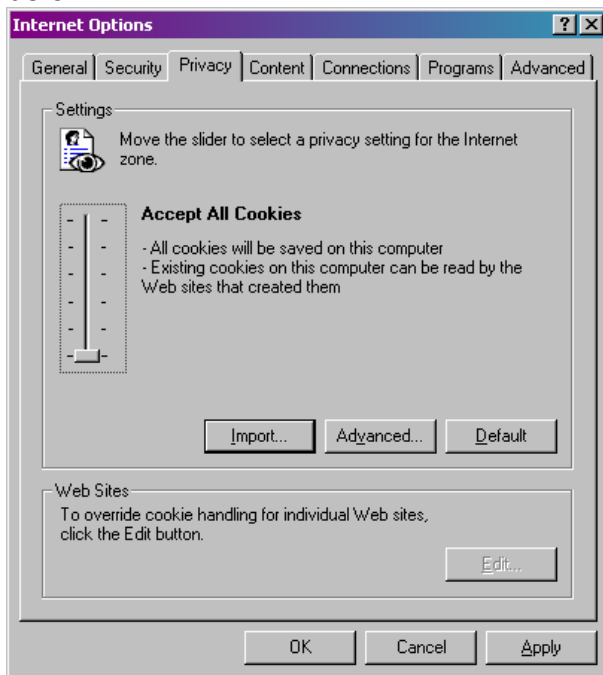
Click OK to return to the Security tab.



Please follow the same procedure with the "Local Intranet" icon (the second icon) selected from the Security tab.

Checking Cookie Settings:

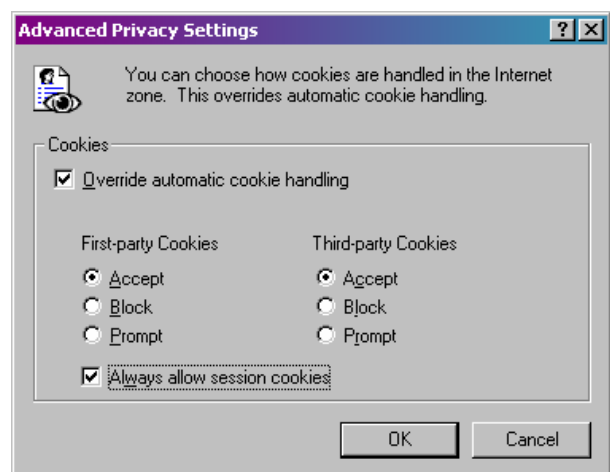
From the Internet Options screen, click the Privacy tab. You may see one of the screens below.



If you have a slide bar, move the slider to the bottom until the text "Accept All Cookies" appears to the right of the slide bar.



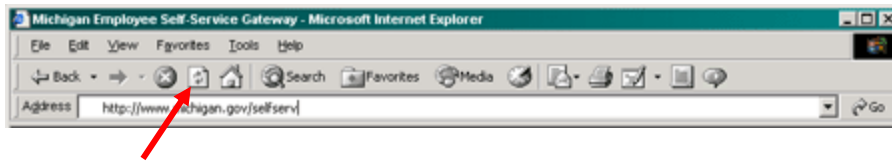
If you show the word "Custom," and there is no slide bar, click the Advance button at the bottom of the screen and verify that the privacy settings are selected as seen below.



The following items should be selected:

- Override automatic cookie handling
- First-party Cookies – Accept
- Third-party Cookies – Accept
- Always allow session cookies

Once you have deleted your temporary Internet files and cookies and adjusted your browser settings, click the refresh button on your browser toolbar or hit the F5 key on your keyboard.



You are now ready to log into your Self-Service account.

Are you using Internet Explorer 6.0 and getting a blank page when you log in to your Self-Service account?

You may need to update your version of Internet Explorer 6.0, Service Pack 1. Occasionally, Microsoft provides updates to the latest version of Internet Explorer. These updates are called patches and they eliminate any previously addressed or newly discovered security vulnerabilities affecting Internet Explorer.

As of August 2003, Microsoft has released three patches for Internet Explorer 6.0, Service Pack 1. You may wish to consider downloading any new patches as they become available to maintain the security of your computer. These patches are available, for free, at:

[April 2003, Cumulative Patch for Internet Explorer \(813489\)](http://www.microsoft.com/windows/ie/downloads/critical/813489/default.asp)

<http://www.microsoft.com/windows/ie/downloads/critical/813489/default.asp>

[June 2003, Cumulative Patch for Internet Explorer \(818529\)](http://www.microsoft.com/windows/ie/downloads/critical/818529/default.asp)

<http://www.microsoft.com/windows/ie/downloads/critical/818529/default.asp>

[August 2003, Cumulative Patch for Internet Explorer \(822925\)](http://www.microsoft.com/windows/ie/downloads/critical/822925/default.asp)

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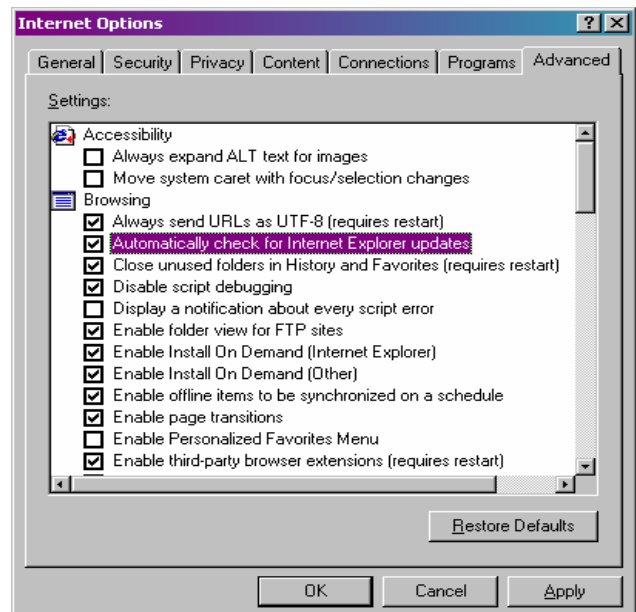
[October 2003, Cumulative Patch for Internet Explorer \(828750\)](http://www.microsoft.com/windows/ie/downloads/critical/828750/default.asp)

<http://www.microsoft.com/windows/ie/downloads/critical/828750/default.asp>

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If you would like Microsoft to notify you about new updates, you can activate this feature by clicking the Advanced tab at the top of the Internet Options screen. Under the section labeled "Browsing," select "Automatically check for Internet Explorer updates." Click OK.

Please note: You will be directed to the Microsoft updates home page every time you log onto the Internet and an update is available for download. Not all updates will pertain to Internet Explorer.



Help Maximize Your Security with the Microsoft Internet Explorer High Encryption Pack

The Internet Explorer High Encryption Pack gives you 128-bit encryption, the highest level of protection Microsoft can offer for all your Internet communications, including credit card use and financial transactions. High encryption is included in the latest versions of the Internet Explorer browser. If you are running an earlier version of Internet Explorer without 128-bit encryption, you can download the latest version of Internet Explorer by clicking the below link.

<http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.asp>

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WINDOWS 2000 USERS: Internet Explorer 5.5 includes 128-bit encryption. If you already have Internet Explorer 5.5 installed, you do not need to upgrade your browser with the Internet Explorer High Encryption Pack. If you are running Windows 2000, installing Internet Explorer 5.5 will not change the current level of encryption on your computer. You will need to install the Windows 2000 High Encryption Pack available at:

<http://www.microsoft.com/windows2000/downloads/recommended/encryption/>.

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Who do I contact if I still need help?

If you still have problems logging into your Self-Service account, please contact the Self-Service Support Team at Self-Serv-Support@michigan.gov. Please include your name and a daytime phone number so we may contact you.